

Palomar Health

Medicare Community-Based Care Transitions Program

High Risk Criteria based on RCA

- Eight or more medications
- Multiple Chronic Conditions
- AMI or PNEU or CHF
- Two or more readmissions in the past twelve months
- Two or more ED visits in the past 6 months

The Palomar Approach

- Reduced our target population from 3839 to 2879 by refining our targeting criteria
- Direct Service will be provided by High Risk Healthcare Coach (HRHC) changed from Nurse Navigator
- Direct Service by a Pharmacist

Interventions by HRHC

- Receive referrals from Case Management
- Round with hospitalists to facilitate communication with PCP
- Daily visits with pt/family to determine barriers to learning & best teaching methods
- Confer with CNS, pharmacist & other pt educators
- Verbal handoff to CTI
- Phone Call F/U

Interventions by Pharmacist

- Assess barriers in pt compliance to drug therapy
- Provide patient ed. on home medication
- Resolve pharmacy-specific barriers for safe discharge
 - Utilize low-cost generic plans when available
 - Work with insurance to arrange auth if required
 - Pharm Assistance Program (financial assistance)

Patient Volume Breakdown

- Total Medicare 2010 Admissions **6758**
- Admissions eligible for CCTP based on RCA and Unique 180 Day Admissions (CMS) **3839**
 - 2/3 PMC
 - 1/3 POM

Total Service Breakdown

- Total high risk target population **2879**
 - HC Coach Only **719**
 - HC Coach & Pharmacist **1200**
 - HC Coach + Referral to CTI **960**
 - F/U Phone Calls **1583**
 - Pts not requiring CTI or SNF